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DEPARTMENT OF THE NAVY

NORFOLK NAVAL SHIPYARD  
PORTSMOUTH, VIRGINIA 23709-5000

5090  
Ser 106/478  
June 9, 2003

Dr. Morris H. Roberts, Jr.  
Chairman, Dept Environmental Science  
Virginia Institute of Marine Science  
College of William and Mary  
Glouster Point, VA 23062-1346

Dear Dr. Roberts:

SUBJECT: RESPONSE TO COMMUNITY RELATIONS PLAN COMMENTS

The Norfolk Naval Shipyard invited the Restoration Advisory Board members to review and make comments on the updated Norfolk Naval Shipyard Community Relations Plan draft final document. The Community Relations Plan is a part of the public's "right to know" process and identifies community concerns and outlines the community relation activities to be carried out by the Navy during the Installation Restoration process.

The shipyard was provided comments by two of the board members. Attached is the shipyard's response to the comments provided.

The shipyard is striving to improve our process and we appreciate your willingness to participate and provide input. If you need any additional information please contact Ms. Jan Nielsen at (757) 396-7231 extension 168.

Sincerely,

A handwritten signature in black ink, appearing to read "R. G. Chantry", is located below the "Sincerely," text.

R. G. Chantry  
Director, Occupational Safety, Health and  
Environment Office  
By direction of the  
Shipyard Commander

Enclosure: 1. Response to Comments for the Community Relations Plan

Copy to:  
Community Co-Chair, Ms. Janette Whitley  
LANTDIV, Mr. Tim Reisch

Incorporation of Comments to the  
Norfolk Naval Shipyard Community Relations Plan  
May 21, 2003

**Comment 1**

**Comment:** p. 2-4 line 12, replace "annually b the" with "annually by the"

**Response:** Comment incorporated. Text revised.

**Comment 2**

**Comment:** The use of numerous acronyms is daunting. I'm not sure who the intended audience is. If the audience will be technocrats and others "in the know" the use of acronyms with limited definition will work fine... we deal with the acronyms enough to memorize (most of) them. At times even I need a list of acronyms and definitions to remind me. If the audience will be JQ Citizen, such a list will be even more useful. Could be combined with the existing glossary, since the definitions may at times be more than just the terms making up the acronym. I would suggest two entry routes: the term such as Solid Waste Management Unit (SWMU) and SWMU (Solid Waste Management Unit).

**Response:** Comment incorporated. There is a list of acronyms and abbreviations included in the report directly behind the table of contents but there is no tab or entry in the table of contents to call it to the reader's attention. The document will be revised by including an appendix for this section and listing the acronyms alphabetically by abbreviation and by standard text.

**Comment 3**

**Comment:** The meat of this report is section 4, not the boiler plate up front (though that is necessary). The level of detail needed here will again vary depending on your audience. A naive audience needs more detail... e.g. a more comprehensive description of the RAB, its membership, structure, and function.

**Response:** Comment incorporated. The information contained in section 4.2.3 will be pulled into section 4.1 highlights to provide more information up front. Since the RAB provides a significant portion of the shipyards' community relation actions this will ensure readers understand how the RAB is run and how they can become involved.

We will add some additional wording to the training section to make it clear the types of training and how the RAB meeting is used to provide that information.

Add the following after the first sentence of the last paragraph in section 4.2.3. "The RAB has been provided training on the following topics: Human Health Risk Assessments, Ecological Risk Assessments, CERCLA Process, Roles and Responsibilities of RAB Members and the Community Co-Chair, Partnering Process, Conditions of the Elizabeth River and Paradise Creek. These specific topics, as well as others, provide information to ensure RAB members understand the CERCLA process and the roles of the Navy, regulatory agencies and community members and encourage effective communication.

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**Comment 4**

**Comment:** The list of techniques in section 4.2 is good (and implies that the real audience is the naive citizen). I am a proponent of fact sheets in this and many other situations. The problem I have in general is that it is rarely clear to me how JQ Citizen is to know about their existence. Perhaps one should think to look for fact sheets, but where? and since the sheets are published on an irregular basis, when? Simply making them available in the library as part of a larger public record (that few may be aware of) fails to reach what I believe to be the primary audience. Similarly placement on the internet may reach many folks. Perhaps you intend to include these fact sheets as part of the mailings under section 4.2.5, but this is not explicitly stated. How else can you get out the word? Radio/tv spots? News releases (but news organizations are most likely going to ignore these)? Sadly, the very media on which we depend for transmitting information are unlikely to inform their readers of the existence of such "dull" and "non-newsworthy" items as fact sheets! In Gloucester, the local government maintains an e-mail list by which they communicate all sorts of "non-newsworthy" items. If Portsmouth has a similar tool in place, perhaps you could circulate your stuff through this mechanism.

**Response:** Comment incorporated. The factsheets are mailed out to the applicable people on our mailing list. The shipyard includes community civic leagues, environmental groups, individuals and press on the mailing list for our factsheets. NNSY also goes door to door leaving factsheets and discussing the information with the people who live and work in areas most impacted by the actions or conditions. This information will be made clearer in the report.

Add the following information to section 4.2.4 after the last sentence in the first paragraph. "Fact sheets are mailed to applicable individuals, civic leagues, environmental groups, and other points of contact included in the Community Relations Plan. The shipyard ensures those most likely impacted by work at our sites are provided information by handing out the factsheets door to door to the people living in the neighborhoods and those businesses located near the sites. "

**Comment 5**

**Comment:** In section 4.4, you reference Appendix E. More detail about media was provided in section 3.3.3. In that section, reference to radio and tv stations was inconsistent in format. I think it is important to include both station call letters (WAVY, WVEC, WNIS, etc.) and call numbers (10, 13, 790FM, etc.). Similarly in Appendix E (and perhaps more importantly), both call letters and numbers are appropriate.

**Response:** Comment incorporated. Text will be revised.

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**Comment 6**

**Comment:**

- Change the address for WTKR-TV to 720 Boush Street, Norfolk, Virginia 23510-1583.
- Change the address for Portsmouth Living to C/o Virginia Pilot, 921 N. Battlefield Boulevard, Chesapeake, Virginia 23320-4803.
- Change the address for The Honorable J. Randy Forbes, Member, United States House of Representatives, to 636 Cedar Road, Suite A, Chesapeake, Virginia 23322-8314.
- Change the zip code for The Honorable Louise Lucas to 23705-0700.
- Change the name for the Honorable Johnny S. Joannu to Joannou.
- Change the address for the Honorable Kenneth R. Melvin to District 80, 511 General Assembly Building, Richmond, VA 23218
- Change Bernard D. Griffing to Griffin, and change the address to 1343 Watson Street, Portsmouth Virginia 23707-3525.
- Add Marlene W. Randall, City Hall Building (address above) OR 206 Wynne Street, Portsmouth Virginia, 23701-3148.
- Delete P. Ward Robinett, Jr.'s name and address.
- Change Daniel M. Stuck, City Manager to Luke McCoy. Change
- Change Dr. Wilbert D. Hawkins, Superintendent, Portsmouth City Schools to Dr. David Stuckwisch.
- Delete Mr. Robert P. Creecy's name and address.
- Lyle Jackson, Elizabeth River Project to Admiral's Landing, Suite C 103 A, 475 Water Street, Portsmouth, Virginia 23704-3819.

**Response:** Comments incorporated.